



# NEW SKILLED NURSING FACILITY (SNF) LONG TERM SERVICES AND SUPPORTS (LTSS) SCREENING TEAMS AND HB/SB 902

December 15, 2020

Presented by the Division for Aging and Disability Services



## **PRESENTER: DENA SCHALL**

Department of Medical Assistance Services (DMAS)  
Division for Aging and Disability Services (DADS)

Provides technical assistance with the  
LTSS Screening Process:

[ScreeningAssistance@dmass.Virginia.gov](mailto:ScreeningAssistance@dmass.Virginia.gov)

# HB/SB 902 and New Legislation



- House Bill (HB)- Senate Bill (SB) 902

<https://lis.virginia.gov/cgi-bin/legp604.exe?201+ful+CHAP0365>

- Code of Virginia § 32.1-330. Long-term services and supports screening required.
- Virginia Administrative Code or Regulations are currently under review.

# HB/SB 902 and New Legislation

Code of Virginia § 32.1-330

F. If an individual who applies for or requests long-term services and supports as defined in the state plan for medical assistance services is receiving skilled nursing services that are not covered by the Commonwealth's program of medical assistance services in an institutional setting following discharge from an acute care hospital, the Department shall require qualified staff of the skilled nursing institution to conduct the long-term services and supports screening in accordance with the requirements established by the Department, with the results certified by a physician prior to the initiation of long-term services and supports under the state plan for medical assistance services.

H. The Department shall require all individuals who perform long-term services and supports screenings pursuant to this section to receive training on and be certified in the use of the long-term services and supports screening tool for eligibility for community or institutional long-term services and supports provided in accordance with the state plan for medical assistance services prior to conducting such long-term services and supports screenings.

## DMAS Communications and changes to the LTSS Screening Process



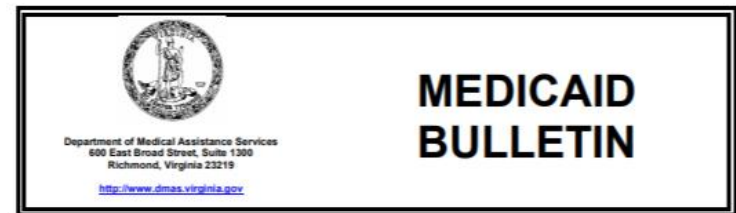
LTSS Screening Process is always evolving, check for new information:

- New Administrative Code/Regulations when released
- New LTSS Screening Manual when released
- DMAS Bulletins/Memos
- Email blasts from DMAS Screening Unit
- LTSS Screening Connector Calls that occur every second Tuesday of the month at 3:30pm

# DMAS Bulletin/Memo

October 20, 2020

- New Legislation
- DMAS Required Training
- January 1, 2021 implementation date



**TO:** Medicaid LTSS Screening Entities (Community Based Teams); other State Agencies involved in the Screening Process (DARS); Nursing Facilities, Home Health Agencies that serve LTSS, and PACE sites; Medicaid Health Plans providing Care Coordination for LTSS; and other public partners affected by Medicaid LTSS Screening Process

**FROM:** Karen Kimsey, Director  
Department of Medical Assistance Services (DMAS)

**DATE:** 10/20/20

**SUBJECT:** Update Regarding Mandatory Training for Screeners for Long-term Services and Supports (LTSS) Screening

The purpose of this bulletin is to announce the release of the updated on-line modular Medicaid Long Term Services and Supports (LTSS) Screening Training for nursing facility staff and all others authorized to complete LTSS screenings. The training portal revisions, including new material applicable for nursing facility screeners, will be available October 15, 2020.

Revisions in the Code of Virginia, [§ 32.1-330. Long-term services and supports screening required](#), allows nursing facility staff to complete a Medicaid LTSS screening for individuals who apply for or request LTSS and are currently receiving skilled nursing facility services that are not covered by Virginia Medicaid following discharge from an acute care hospital. Beginning January 1, 2021, hospital staff will no longer be required to conduct LTSS screenings for those individuals discharged directly from a hospital to a nursing facility for skilled services covered by non-Medicaid sources. Hospitals will continue to conduct LTSS Screenings for all individuals considering use of services through the Commonwealth Coordinated Care (CCC) Plus Waiver, Program for All-inclusive Care for the Elderly (PACE) and all Medicaid members, including those individuals who are considered dual enrolled in Medicare and Medicaid, who may need nursing facility skilled care or LTSS as provided by the Commonwealth. Individuals admitted for skilled services in a nursing facility, paid by a non-Medicaid source, who may require Medicaid LTSS after the conclusion of their skilled (including rehab) stay shall receive a Medicaid LTSS Screening conducted by certified staff from the skilled nursing facility. The screening must be used to assess an individual's level of care needs and used to determine if the individual is eligible for the CCC Plus Waiver, PACE or nursing facility services (custodial care) prior to enrollment in these services.

DMAS requires qualified staff of the skilled nursing facility and certifying physician conduct the LTSS screening in accordance with the requirements established by the Department prior to the

# HB/SB 902 and New Legislation



## Overview and background:

- To establish a new Long Term Services and Supports (LTSS) Screening Team within the Skilled Nursing Facility (SNF).
- Any person who is admitted to the SNF for Skilled or Rehab, who is NOT A MEDICAID MEMBER but then converts to Medicaid while there, must have a screening by the SNF Team prior to enrollment into LTSS-custodial or discharging home with Home and Community Based Services (HCBS) such as the CCC Plus Waiver or PACE. LTSS Screenings should also be conducted on individuals who are Medicaid Pending in SNF.
- This would include individuals who are **Medicare only or initially Private Pay** admitted from a hospital.

# HB/SB 902 and New Legislation



## Overview and background:

- The new SNF LTSS Screening Team can only screen individuals that are in the SNF.
- The Hospitals and Community Based Teams will continue to conduct LTSS Screenings.
- Hospitals will conduct Screenings for anyone who is inpatient, has Medicaid, and those who directly request a LTSS Screening (will no longer be mandated to conduct them on persons likely to become Medicaid eligible within 6 months).
- Hospitals will conduct Screenings on Dual-Medicaid and Medicare inpatient individuals.



# HB/SB 902 and New Legislation

## Practices that are not changing:

- Those already enrolled in Long Term-Custodial as private pay who become Medicaid eligible, will utilize the MDS/Physician certification to document the NF Level of Care.
- Those individuals that are in the NF who want to discharge from the facility home with the CCC Plus Waiver or PACE AND do not have a Screening will be Screened by the local Community Based Team (VDH/DSS). The NF discharge planning team will need to contact the local CBT (DSS or VDH) to schedule a LTSS screening before the individual is discharged back into the community.

# Other Information:



## PASRR Level I and II:

- All SNFs MUST assure a Level I Screening is conducted and Level II referral is completed, if warranted, PRIOR to NF admission. NFs are responsible for ongoing resident reviews for Mental Illness, Intellectual Disability and related conditions.
- The LTSS Screening also includes the PASRR Level I screening and Level II referral for all individuals applying for NF admission. SNF LTSS Screeners do not need to repeat the Level I screening or Level II referral.
- The SNF LTSS Screener will utilize the information already collected and documented for the Level I screening and Level II referral, if completed, and transcribe the information into the LTSS Screening Forms (DMAS-95 and DMAS-96).

# Responsibilities Resource Table

## SCREENING RESPONSIBILITIES

Funding Source	Is a LTSS Screening Required?	When is the LTSS screening is completed?	Who completes the Medicaid LTSS Screening?
Private Pay*	NO	Not Applicable (NA)	NA
Medicare Only*	NO	NA	NA
Dual Medicare & Medicaid	YES	Prior to admission to SNF or ICF (LTSS)	Hospital (if inpatient) Community-based Team (community resident)
Medicaid only	YES	Prior to admission to SNF or ICF (LTSS)	Hospital (if inpatient) Community-based Team (community resident)
Private Pay or Medicare applying for Medicaid while in SNF	YES	Change of Level of Care from SNF to LTSS	Nursing Facility
REQUESTS: Any time a person requests a LTSS Screening one shall be conducted, regardless of Payment Source	YES	When requested	Community-based Team, Hospital or Nursing Facility

\*Community-Based Teams are continuing to conduct ALL screenings as requested and referred.

\*\* ALL individuals, regardless of payment source, who are being considered for admission to a Medicaid-certified NF (SNF or LTSS NF) SHALL be screened for mental illness, intellectual disability or related conditions, PRIOR to NF admission. Everyone shall follow the PASRR process procedures.

# Designating Your SNF LTSS Screening Team

## DMAS strongly recommends:

- At least one Registered Nurse and Physician, but your team may also include a Social Worker or other members of the interdisciplinary team
- Authorizing Physician can include a Nurse Practitioner or Physicians Assistant supervised by the Authorizing Physician.
- If your NF is part of a Corporation, you will need to check with them for any additional guidance



# Designating Your SNF LTSS Screening Team

## Guide to Authorizing LTSS Screeners on the DMAS 96 Form:

- Must have a Physician to attest and sign each DMAS 96 Form  
*Must use the NF's NPI when registering to take the training in order to receive Certification*
- Must have a RN to attest and sign each DMAS 96 Form  
*Must use the NF's NPI when registering to take the training in order to receive Certification*
- Other Medical Assessors such as Social Workers and other chosen Medical Professionals have to attest and sign each DMAS 96 Form along with an RN. They can not sign solely by themselves.  
*Must use the NF's NPI when registering to take the training in order to receive Certification*
- Other Team Members who assist but do not assess such as Admin Staff, etc., do not sign the LTSS Screening.  
*Take the Training as a GUEST*

# DMAS Mandated Electronic Training Required:

- VCU Launch 2020 document: Registration Links for the mandatory electronic LTSS Screening Training
- Nursing Facility NPI must be used to Register in order for Tests and Certificates to generate (MDs-do not use personal NPIs)
- Physicians must take Module 5 (but have option to take 1-3) and other Medical Assessors must take Modules 1-3
- Tests are given for each Module and Screener must pass at 80%
- Certificates are generated with a Certificate number that will be used when submitting the electronic LTSS Screenings
- Other non assessors on the Team are to take the training as a GUEST. Do not want non-assessors receiving Certificates.



# Resources:

## **DMAS LTSS Screening Information and Resources on the DMAS Website:**

[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

**(Select Long-term Care on left-LTSS Resources dropdown-Select Programs and Initiatives Category in center- 'Screening for LTSS' Tab at the top)**

## **DMAS MMIS Medicaid Web Portal:**

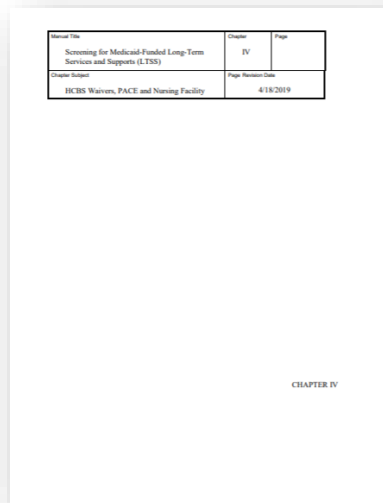
[www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov)

**Bulletins/Memos:** MMIS Medicaid Portal, select Provider Services tab and then select Medicaid Memos/Bulletins to providers from the drop down list.

**Provider Manuals:** MMIS Medicaid Portal, select Provider Services tab and then select Provider Manuals from the drop down list. Select Provider Manuals and under accessing provider manuals use the drop down list and select Medicaid Funded LTSS Screening and submit.

# Resources:

- **Screening for Medicaid-Funded LTSS Manual-Chapter IV 4-18-19**  
Currently under revision to include NF Screening Teams. New Manual will be released in 2021. Start on page 19 for Scoring and Rating concepts.
- Make sure to download the multiple other resources needed to conduct the LTSS Screening process that are provided within the Mandated Electronic LTSS Screening Training.





# ePAS Resources:

To access the ePAS User Guide and Tutorial-Go to the DMAS MMIS Medicaid Web Portal: [www.viriniamedicaid.dmas.virginia.gov](http://www.viriniamedicaid.dmas.virginia.gov)

Select the Provider Resources Tab; then PreAdmission Screening dropdown; and select PreAdmission Tutorial OR ePAS User Guide

The screenshot displays the Virginia Medicaid DMAS MMIS web portal. The top navigation bar includes links for Home, Provider Services, Provider Resources, EDI Support, Documentation, FAQ, and Provider Enrollment. The 'Provider Resources' dropdown menu is open, showing options such as Provider Manuals, Provider Links, Provider Training, Provider Enrollment Resources, Search For Providers, Provider Screening and Fee Rpt, Level of Care Review Instrument(LOCERI), ICD-10, Pre-Admission Screening, Provider Portal Secure Email, eDoc Management, Provider Manual Updates/Revisions, and Long Term Care (LTC). A red arrow points to the 'Pre-Admission Screening' option. The 'Pre-Admission Screening' dropdown menu is also open, showing a list of available options: Pre-Admission Screening FAQ, Pre-Admission Screening User Guide, Pre-Admission Screening Tutorial, Electronic UAI Submission Enrollment Packet, and Electronic UAI ( Direct Submission ). A red arrow points to the 'Pre-Admission Screening User Guide' option. Below this, there is a section for 'Provider Training Session Recordings' with links for ePAS Provider Training - 2015.10.05 and ePAS Provider Training - 2015.10.08.

# ePAS Setup and Log-In Access:

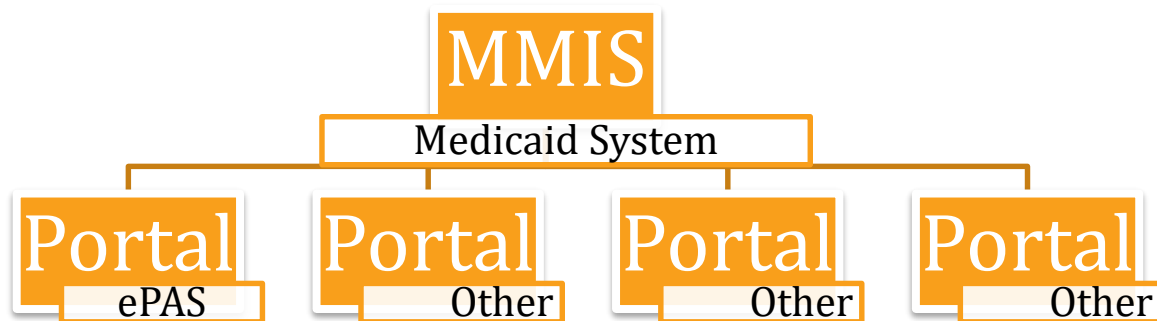


- Find out who is the Medicaid System (VA-MMIS) Primary Account Holder or Organizational Administrator for your facility or NPI. This could be someone in your Corporate Office OR someone within your Billing Staff.
- The Primary Account Holder or Organizational Administrator for the organization must setup each SNF LTSS Screener with a Log In and grant access to ePAS.
- All LTSS Screenings are conducted in ePAS. NO PAPER SCREENINGS.

# ePAS User Log-In Review

## Overview and background

- e-PAS is a portal on the (VA-MMIS) Virginia Medicaid Management Information System
- There are multiple portals on MMIS and the access requirements for each are the same



# ePAS User Log-In Review

## Overview and background continued

- Each Medicaid Provider (ex. Hospitals, CBTs, NFs, & Service Providers) must register for MMIS access using their NPI or API.
- Each Provider (and their staff within) may use the MMIS access for different purposes (ex. Medicaid Billing, LTSS Screening, annual Level of Care Reviews)
- Some may have registered more than one NPI (ex. Hospitals)
- **All Hospitals, NFs, and CBTs should already be registered unless they have a new NPI/API.**

# ePAS User Log-In Review

## Management of MMIS/Portal access:

- Each provider (your facility) and their Administration should have established a systematic process for maintaining these secure accesses to the Medicaid System
- Knowing the NPI/API that is to be used for Screenings at your facility, and who your internal contacts are for Medicaid portal access is very important to your screening role
- It is important to know whether your Corporate Office handles all roles for Medicaid portal access and log- in issues or if you have local staff in these roles



# ePAS User Log-In Review

- e-PAS SECURITY ROLES
- ACCESS & LOG-IN ERROR MESSAGES



# ePAS SECURITY ROLES

ePAS has three associated security roles:

- **Primary Account Holder (PAH):** only one
- **Organization Administrator (OrgAdmin):** multiple
- **Authorized Staff-PAS (AuthStaff-PAS):** multiple

# ePAS SECURITY ROLES



## Primary Account Holder (PAH): only one

- Only one required and assigned for every organization via the NPI/API. The PAH is established at the time an organization registers to become a Medicaid provider and begin using MMIS.
- Once a PAH is established it can **only** be changed via the new PAH Change policy (completing some forms).
- If an organization knows that their PAH is going to be leaving the role, a replacement should be identified ahead of time.
- **Note for some Hospitals and NFs, this could either be billing staff, a Corporate office, or a contracted third party. Someone within your Administration should know.**

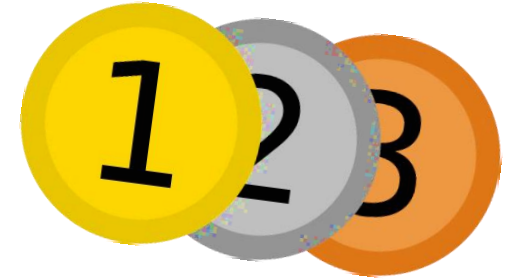


# Primary Account Holder can:

- Conduct User Maintenance
- Set up Organization Administrators and authorize Staff to use the Medicaid Portal, ie.-ePAS users for their organization
- Change roles for any user (making them either a Org Admin or AuthStaff-PAS user)
- **Reset passwords for any user (Only PAH can perform this function)**
- Activate and/or deactivate any user
- Unlock any User ID
- Access to **ALL** secured provider functionality including access to ePAS **AND** other provider functionality (not needed for ePAS)

**A PAH role by default can do all functions and needs no other security role.**

# ePAS SECURITY ROLES



## Organization Administrator (OrgAdmin)

- Organizations can have as many as needed to support their organization's business needs. At least two are recommended.
- Added to an existing organization by either a PAH or another Organization Administrator.
- Tiers up to the PAH.
- If you know that the person in this role is leaving, plan ahead for a replacement.
- **Note for some Hospitals and NFs, this could either be billing staff, a Corporate office, or a third party contracted. Someone within your Administration should know.**

# Organizational Administrator Set Up:

## Recommendation:

- At least two OrgAdmins (primary and a backup) for each organization or (NPI/API) to ensure user maintenance for the ePAS screeners.



# Organization Administrators can:

- Conduct User Maintenance
- Can set up other Organization Administrators and regular Authorized Staff-PAS users for their organization
- Change roles for any user (making them either a Org Admin or regular AuthStaff PAS user)
- Can activate and/or deactivate any Organization Administrator or Authorized Staff-PAS user
- Can unlock any Organization Administrator and other regular Authorized Staff-PAS User IDs
- Access to **ALL** secured provider functionality including access to ePAS **AND** other provider functionality (not needed for ePAS)

**OrgAdmin needs no other security role. The OrgAdmin and the PAH have pretty much the same functionality. The only difference is that an OrgAdmin cannot see a PAH in the View/Edit User lists and an OrgAdmin cannot reset any user's password.**

# ePAS SECURITY ROLES



## Authorized Staff–PAS users

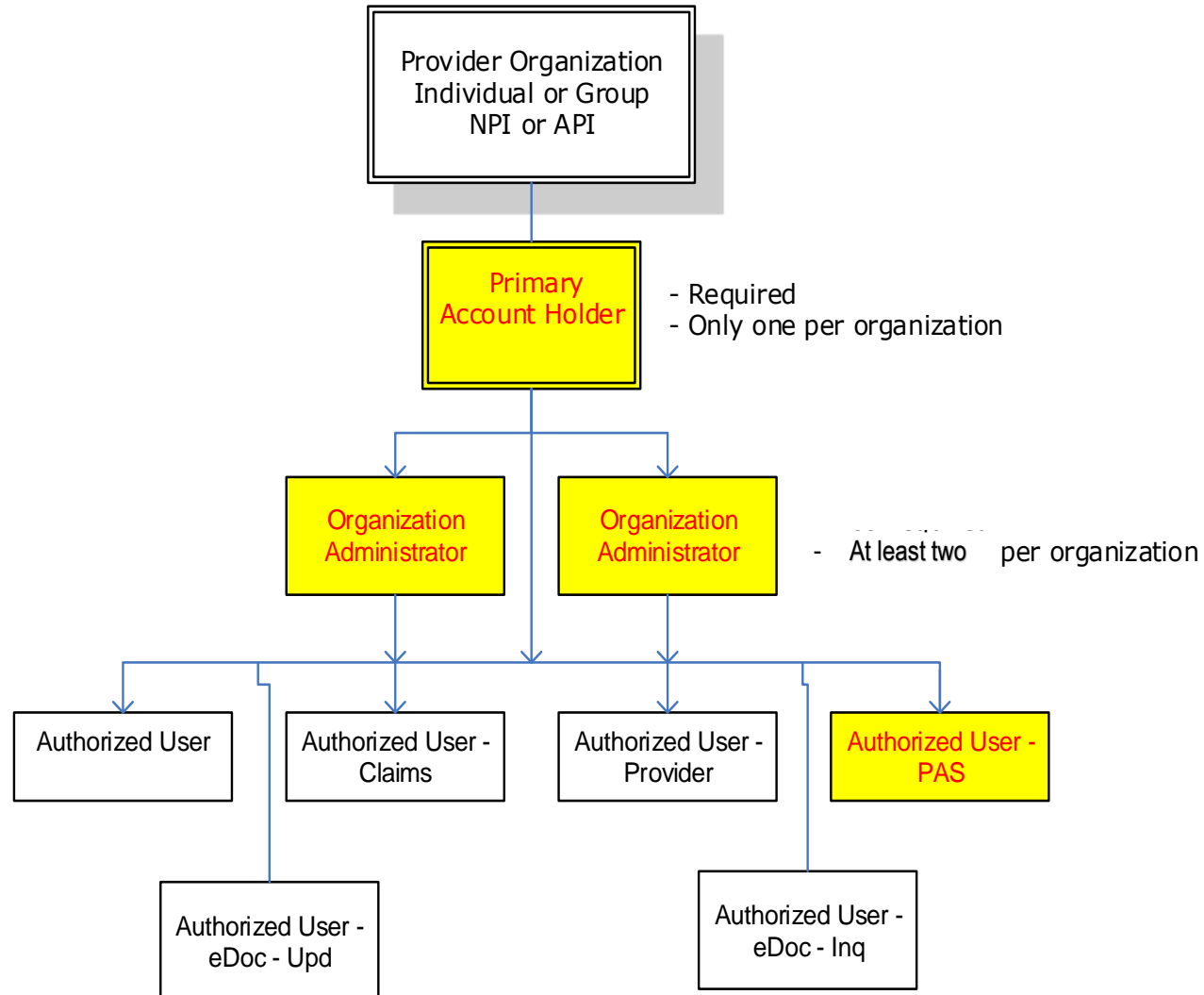
- Organizations can have as many as needed to support the LTSS Screening Process.
- Added to an existing organization by either a PAH or Organization Administrator.
- Tiers up to the Organization Administrators.

# LTSS Screening Authorized Staff-PAS User can:

- Submit LTSS screenings



# SECURITY ROLE STRUCTURE



# Roles, Responsibilities, and Issues:

- The PAH and Org Admin roles are responsible for adding new users and **removing** those that are no longer with their organizations to prevent unauthorized use.

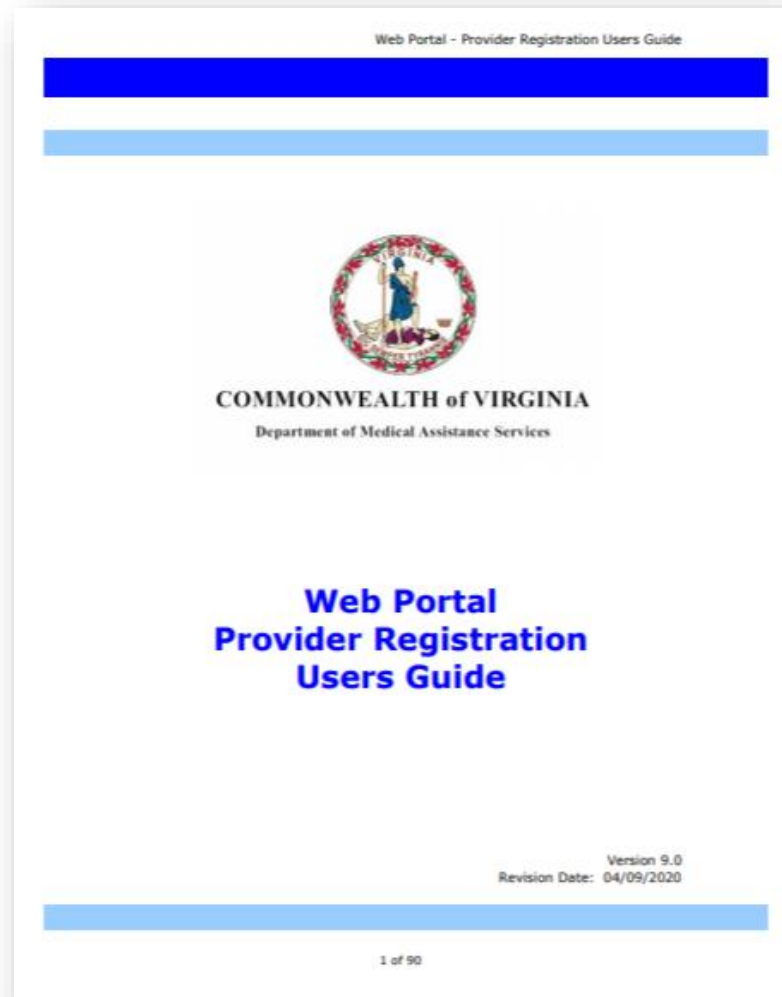




# New Automatic Sweeps for clean up

- **After 90 days of no activity, the user will be deactivated.**  
Users that are deactivated will still display in the PAH and OrgAdmins View/Edit User list and can be reactivated by either one.
- **After 120 days of no activity, the user will be removed**  
from the system and will only be able to be added again via the Add New User function by the PAH or OrgAdmin.
- **It's strongly suggested that a user log in periodically to keep from being deactivated.**

# See full instructions for all functions:



# Add New User:

Instructions for PAH or Org. Admin



Virginia Medicaid

Home Claims Member Service Authorizations Payment History Profile Maintenance

**Quick Links**

- > Provider Services
- > Provider Resources
- > EDI Support
- > Documentation
- > FAQ
- > DMAS Web Site
- > Change Password
- > Change Security Profile
- > Add Users
- > View/Edit Users

**Add Organization User**

**\* Required Field**

**Add User**

Please enter the following information about the user you would like to add.

\* User ID: JaneDoe

Prefix: [Dropdown] \* Last Name: Doe \* First Name: Jane \* Middle Initial: [Dropdown] \* Suffix: [Dropdown]

\* Phone / Fax: 804-555-1212 \* Email: jane.doe@acs-inc.com

\* Password: [Masked] \* Confirm Password: [Masked]

\* What roles will this user have in the organization?

Available	Selected
Organization Administrator	
AuthorizedStaff	
AuthorizedStaff - Claims	
AuthorizedStaff - Provider	

Cancel Next Add

# Add New User Continued:

Instructions for PAH or Org. Admin

\* What roles will this user have in the organization?

Available		Selected
AuthorizedStaff	→	OrganizationAdministrator
AuthorizedStaff - Claims	→	
AuthorizedStaff - Provider	→	
OrganizationAdministrator	→	

Buttons: Cancel, Reset, Add

\* What roles will this user have in the organization?

Available		Selected
AuthorizedStaff	→	
AuthorizedStaff - Claims	→	
AuthorizedStaff - Provider	→	
OrganizationAdministrator	→	

Note: If the wrong role is accidentally selected, it can be moved back from the 'Selected' role to the 'Available' role column.

Once the desired role is in the 'Selected' column, click 'Add' to process the User ID.

When successfully added, you'll receive an appropriate message.

Can add as Organizational Administrator or Authorized Staff-PAS user

Add Organization Users

\* Required Field

Add User

Please enter the following information about the user you would like to add.

The user is created successfully.

\* User ID

## Log on issues and possible resolutions:

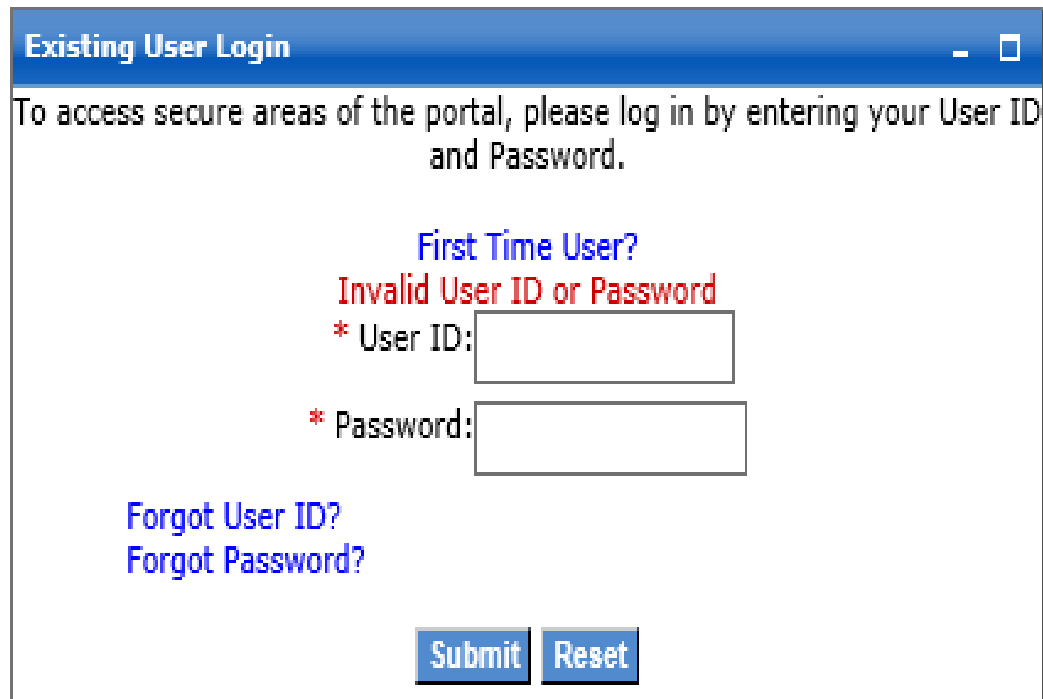
When logging into the portal, various errors might be presented:

- **Invalid ID/Password/Forgot Password Link**
- **Locked Account**
- **Deactivated Account**



# Invalid ID/Password and Forgot Password:

- Message seen on an active account if they forgot their User ID or Password **prior to locking their account-1<sup>st</sup> or 2<sup>nd</sup> attempt**



The screenshot shows a web application window titled "Existing User Login". The window has a blue header bar with the title and standard window controls (minimize, maximize, close). Below the header, the main content area has a white background. At the top of the content area, there is a message: "To access secure areas of the portal, please log in by entering your User ID and Password." Below this message, there is a link "First Time User?" in blue. In the center, there is an error message "Invalid User ID or Password" in red. Below the error message, there are two input fields. The first is labeled "\* User ID:" and the second is labeled "\* Password:". Both labels are in red. At the bottom left of the content area, there are two links: "Forgot User ID?" and "Forgot Password?", both in blue. At the bottom center, there are two buttons: "Submit" and "Reset", both in blue with white text.

Existing User Login

To access secure areas of the portal, please log in by entering your User ID and Password.

[First Time User?](#)

Invalid User ID or Password

\* User ID:

\* Password:

[Forgot User ID?](#)  
[Forgot Password?](#)

# Invalid ID/Password and Forgot Password

## Resolution:

- If the user can't remember their password, then they can click the 'Forgot Password' link in the lower left hand corner of the portlet.
- If the user no longer remembers the answers to their security questions, **then the PAH will need to reset their password** (*This is the only function that the OrgAdmin can not perform*).



## Screeners should do a check:

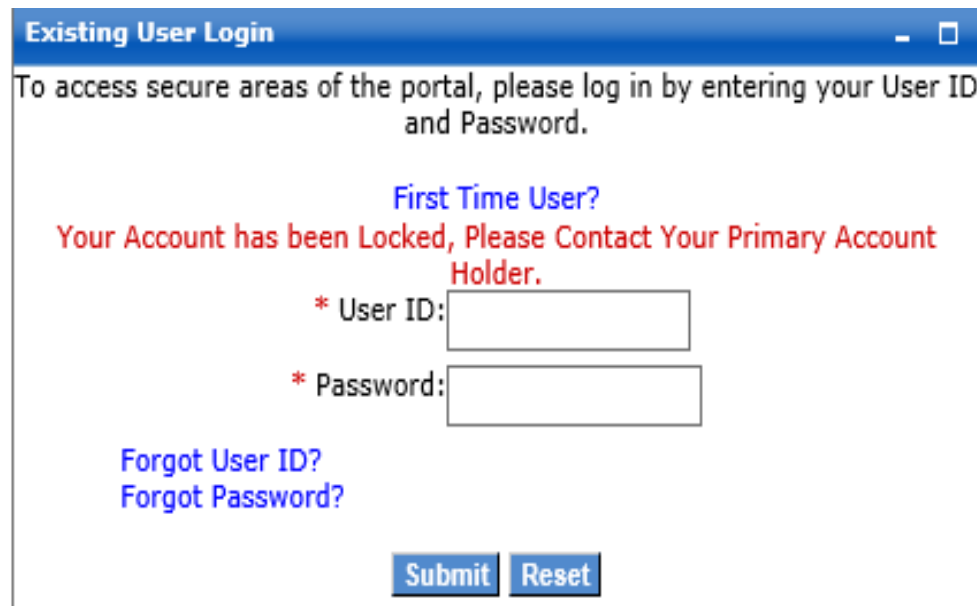
**Do I know what my security questions & answers are if I were to forget my password or have password issues?**

To update or review your Security Q&As go to 'Change Security Profile' link under the Quick Links on the left on the home page after logging on; it will display the questions and answers.



## Locked Account:

- If the user tries to log on **unsuccessfully three times** with an invalid id/password, the account will automatically **lock**. If the user's account is locked they will see this message below:



The screenshot shows a web browser window titled "Existing User Login". The main text reads: "To access secure areas of the portal, please log in by entering your User ID and Password." Below this, there is a link "First Time User?". A red message states: "Your Account has been Locked, Please Contact Your Primary Account Holder." Below the message are two input fields: "\* User ID:" and "\* Password:". At the bottom left, there are two links: "Forgot User ID?" and "Forgot Password?". At the bottom center, there are two buttons: "Submit" and "Reset".

# Locked Account:



## Resolution:

- The OrgAdmin or PAH can unlock any users in their organization.
- The OrgAdmin/PAH would see an 'Unlock' button on the user's profile when selected from View/Edit User (and the OrgAdmin/PAH will see the User Status of 'Locked' listed)

Unlocking the account does not change/reset the user's password. Once the account is unlocked the user can log in with their existing password. If they no longer remember their password or security questions then the PAH will have to reset the users password.

# PAH/OrgAdmins Unlock Function:

**ViewEditUsers**

\* Required Field

**View / Edit User**

Please enter the following information about the user you would like to edit.

User ID: [REDACTED]

User Status: Active, **Locked**

NPI: [REDACTED]

Last Login: 02/21/2020

Password Expires: 04/06/2020

Prefix \* Last Name \* First Name MI Suffix

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

\* Phone / Ext \* Email

8045551212 [REDACTED] [REDACTED]

☐ Restrict Access to Provider's Mail

☒ Restrict Access to eDocMgmt

\* What roles will this user have in the organization?

Available		Selected
AuthorizedStaff	->	OrganizationAdministrator
AuthorizedStaff - Claims	->	
AuthorizedStaff - LTC	->	
AuthorizedStaff - PAS	->	
AuthorizedStaff - Provider	->	
AuthorizedStaff - eDoc - In	->	
AuthorizedStaff - eDoc - U	->	

Cancel Reset Deactivate **Unlock** Reset Password Save

## Deactivated Account:

- If a user has not logged onto the portal in **90 days** (up to 120 days), the user's account will be deactivated.
- Accounts can also be manually deactivated by the OrgAdmin or PAH if needed.

**ePAS user would see this message:**



The screenshot shows a web browser window titled "Existing User Login". The main text reads: "To access secure areas of the portal, please log in by entering your User ID and Password." Below this, there is a link "First Time User?". A red message states: "Your account has been Deactivated. Please contact your Organization Administrator." Below the message are two input fields: "\* User ID:" and "\* Password:". At the bottom left, there are links "Forgot User ID?" and "Forgot Password?". At the bottom right, there are two buttons: "Submit" and "Reset".

## Deactivated Account:



### Resolution:

- The OrgAdmin or PAH can activate any users in their organization.
- The OrgAdmin/PAH would see an 'Activate' button on the user's profile when selected from View/Edit User and the OrgAdmin will see the User Status of 'Inactive' listed

# PAH/OrgAdmins Activate Function:

**ViewEditUsers**

**\* Required Field**

**View / Edit User**

Please enter the following information about the user you would like to edit.

User ID: ksmid2

**User Status: InActive**

NPI: [REDACTED]

Last Login: 06/12/2012

Password Expires: 07/27/2012

Prefix \* Last Name \* First Name MI Suffix

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

\* Phone / Ext \* Email

[REDACTED] [REDACTED]

☐ Restrict Access to Provider's Mail

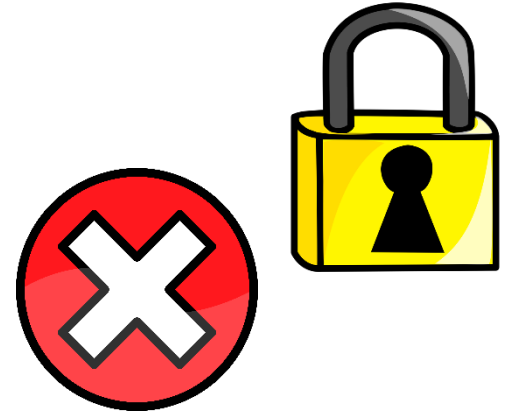
☒ Restrict Access to eDocMgmt

\* What roles will this user have in the organization?

Available		Selected
AuthorizedStaff - Claims	>>	AuthorizedStaff
AuthorizedStaff - LTC	>	
AuthorizedStaff - PAS		
AuthorizedStaff - Provider	<	
AuthorizedStaff - eDoc - In	<<	
AuthorizedStaff - eDoc - U		
OrganizationAdministrator		

Cancel Reset **Activate** Reset Password Save

## Locked and Deactivated:



### Multiple user issues:

- The user can have a combination of a locked and deactivated account, which the OrgAdmin or PAH would see in the 'User Status: Inactive, Locked' and would see the 'Activate' and 'Unlock' buttons. They would need to perform both those functions to get the user going again.

## Hospital Screening Team-ePAS Log-In Issues

PROBLEM	WHO TO CONTACT
Forgot User ID/Password (1 <sup>st</sup> or 2 <sup>nd</sup> attempt)	Use the 'Forgot User ID/Password' link under Portal login. It will take you to your security questions. If you can't remember your Q&A, then you will need to contact your PAH to reset your password. If you are unable to locate them contact- <a href="mailto:ScreeningAssistance@cdmas.virginia.gov">ScreeningAssistance@cdmas.virginia.gov</a>
Need for <b>UNLOCK</b> (user tried to unsuccessfully log on 3 times).	<b>Organizational Administrator</b> If the Organizational Administrator is not available then contact your PAH. If you are unable to locate your PAH then contact <b>Web Support Helpline at 866-352-0496</b> but you must indicate a need for UNLOCKING a locked account and <del>OrgAdmin</del> /PAH is unknown.  *If you <del>can't</del> remember your Password and security questions, then the PAH role in your organization is the only one who can assist you with resetting your password.
If your Password was Reset by your PAH	Once your PAH resets your Password and you have accessed the portal, PLEASE go to the 'Change Security Profile' link under the Quick Links on the left on the home page after logging on and review your security questions to prevent future issues. You can update the questions, answers or just review.
Need for <b>REACTIVATION</b> (did not log in within 90 days)	<b>Organizational Administrator</b> If the Organizational Administrator is not available then contact your PAH. If your PAH is not available then contact <b>Web Support Helpline at 866-352-0496</b> or Screening Assistance at: <a href="mailto:ScreeningAssistance@cdmas.virginia.gov">ScreeningAssistance@cdmas.virginia.gov</a>
If you are the Primary Account Holder or <del>OrgAdmin</del> and are experiencing issues	Web Support Helpline at 866-352-0496  All requests to change/update a provider's Primary Account Holder must be submitted via <b>paper submission only</b> using the "PAH" form. The DMAS Provider Helpline will no longer be able to make changes to a primary account holder's information. The "PAH" forms have been updated and are available at: <a href="http://www.virginiamedicaid.dmas.virginia.gov">http://www.virginiamedicaid.dmas.virginia.gov</a>

All account logins that have not had any activity within a 90-day period will be automatically ☐ activated. All account logins that have not had any activity within a 120-day period will be deleted.



## ePAS Review and Tips:



- Know who your PAH and OrgAdmins are for ePAS access
- Have a system to replace PAH and/or OrgAdmins when they leave their role
- Maintain at least two OrgAdmins to prevent issues and delays
- Keep your NPI/API, User name, Password, and Security Q&As and LTSS Screening Certification number recorded in a secure location for reference
- Make sure to log in intermediately (before 90 days) to prevent getting deactivated.

## ePAS Review and Tips Continued:



- Temporary passwords that are issued are only good for 24hrs if not used then it will expire and a new one will have to be generated
- Check your "SPAM" folder if you didn't get an email with temporary password
- OrgAdmins and PAHs should check to make sure that they have current email addresses for users

## DMAS Comments:

DMAS needs information from the NFs:

- Administrators name and email
- Once your Assessors are designated, we need the name of your Screeners/Assessors, their role (RN, SW, and etc.), and their email
- If you are a part of a Corporation, check to see if they are collecting that information first
- We are here if you have any questions or concerns



# Who to Contact Regarding Medicaid LTSS Screening Issues?

